**Managed Services Solutions: Programming Task - Etisalat**

**To run the Django project**

1. Change allowed Host in setting as required.
2. Open Django Project in Pycharm.
3. Change directory to Project Directory (If required).
4. Run the below command to run the Project
   1. python manage.py runserver
5. Open Command Prompt and can perform below Operations
   1. To Add/Create Ticket details

curl -X POST -H "Content-Type: application/json" -d "{\"ticket\_number\": \"T0012\", \"creation\_date\": \"2023-06-13\", \"description\": \"Example ticket\", \"resolution\_end\_date\": \"2023-06-16\"}" http://127.0.0.1:8000/tickets/create/

* 1. View the List of Tickets

curl -X GET -H "Content-Type: application/json" http://127.0.0.1:8000/tickets/

* 1. To Update specific Ticket

curl -X PUT -H "Content-Type: application/json" -d "{\"ticket\_number\": \"T0014\", \"creation\_date\": \"2023-06-13\", \"description\": \"Example ticket\", \"resolution\_end\_date\": \"2023-06-20\"}" [http://127.0.0.1:8000/tickets/update/<ticket\_id/](http://127.0.0.1:8000/tickets/update/%3cticket_id/)

* 1. To Delete Specific Record

curl -X DELETE [http://127.0.0.1:8000/tickets/delete/<ticket\_id>/](http://127.0.0.1:8000/tickets/delete/%3cticket_id%3e/)

you can see ticket details in a URL [127.0.0.1:8000/tickets/](http://127.0.0.1:8000/tickets/)

To see Employee Availability details: <http://127.0.0.1:8000/tickets/allocate/>

To See Tickets Dashboard: [127.0.0.1:8000/tickets/dashboard/](http://127.0.0.1:8000/tickets/dashboard/)

To add new employees in a database

In the terminal run below command: python manage.py shell in django

employee8 = Employee(name=Jenas, start\_time='08:00', end\_time='00:00')

employee8.save()

duty\_roster8 = DutyRoster(employee=employee8, date=date.today(), is\_available=True)

duty\_roster8.save()